CHICAGO URBAN HEALTH OUTREACH PROJECT

Quarterly Report
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Library of the Health Sciences
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Progress Report

The goal of this project is to provide health care providers at Circle Family Care and Erie Family Health Center with equipment and skills to enable them to access, retrieve, and evaluate online health information so that they can integrate information-seeking activity into their daily clinical work.

Objectives
- Provide equipment to enable health care providers at the participating health clinics to access online health information

  During the first months of this project, the project team (Susan Jacobson, Project Director, Martin Brennan, Training Coordinator, and Wendall Sullivan, Technical Coordinator) visited each clinic site and met with administrators and technical staff to discuss equipment configuration and placement at each location.

  A standard equipment configuration was determined (Attachment A).

  Additional equipment was identified for the project team, consisting of a laptop and a portable projector for use in training sessions.

- Train health care providers at the participating health clinics to search NLM databases, including PubMEd, MEDLINEplus and ClinicalTrials.gov

- Train health care providers at the participating health clinics to search for, retrieve and evaluate health care information on the web

  During the first months of the project, the project team identified the health care providers at each site who would participate in the project. At Circle Family Care, the health care providers include physicians, LPN's, Medical Assistants, Nurse Practitioners, Patient Support Specialists, RN's and Nutritionists. At Erie, they include Case Managers, Nurse Practitioners, Medical Assistants, Physicians, Midwives, and RN's.

  Promotional pieces were developed to be distributed to all participating personnel at the sites to let them know about the project. (Attachment B)

  The project team developed a needs assessment questionnaire to determine the basic computer literacy of participants at each site. A needs assessment instrument was also developed to determine participants' knowledge of and skills in using NLM resources and services. This will guide training sessions in this area and will also help project leaders assess the impact of the training sessions. These were submitted to the University of Illinois at Chicago Institutional Review Board for approval. (Attachment C & D)

Martin Brennan, Training Coordinator for the Project, is in the process of preparing outlines for the classes to be presented, the first one on Computer Basics, and the second an introduction to PubMed, MEDLINEPlus and ClinicalTrials.gov.

- Set up a system to provide document delivery of full text articles needed by health care providers at the participating health clinics. This service will be provided at no charge to the user for the duration of the grant.
  No progress to report to date.

- Design a website for the project that can serve as a launching point for finding health resources on the Internet. This site would incorporate links to local services and resources, to NLM and other web resources, and to online tutorials and training materials.
  No progress to report to date.

- Develop and implement a project to enable videoconferencing between project participants to facilitate ongoing training, and support.
  No progress to report to date.

Attachment A

Basic Equipment Configuration

COMPUTER
Dell Optiplex GX400 System
(with Dell M781MM w/speakers (16.0" vis) monitor, Dell v.90 Data/Fax Modem)

System Configuration
   * Dell GX400, MiniTower Chassis
   * 1.3GHz Pentium 4 processor
   * 128MB PC600 Non-ECC RDRAM
   * 20/48X CD-ROM, IDE Variable Speed
   * Dell M781MM w/speakers (16.0" vis) monitor
   * 3.5", 1.44MB Floppy Drive
   * 20GB 7200RPM Hard Drive
   * nVidia TNT2 Pro 16MB 4x AGP graphics card
   * Integrated SoundBlaster Emulation audio
   * 3Com 10/100 Mbps TX Ethernet with Wakeup on LAN
   * 256KB Cache
* 5 PCI Expansion Slots
   * Mouse Pad
   * Microsoft® PS2 Style IntelliMouse^(TM)
   * Microsoft Windows® 95 104-Key Keyboard
   * Microsoft Windows 98, FAT 32
   * 3-Year-Next-Business-Day On-Site Service
   *Dell v.90 Data/Fax Modem

PRINTER

HP LaserJet 1200 printer

Attachment C

Chicago Urban Health Outreach Project

Internet Access Skills Assessment

Note to Participants: The following information will be used to design instruction in Internet Access skills. The information provided will be kept strictly confidential, and will not be shared with your employers.

Clinic:

Job Description
(Please check one)

_____ Case Manager		_____ LPN	
_____ Medical Assistant		_____ Midwife	
_____ Nurse Practitioner		_____ Nutritionist	
_____ Patient Support Specialist		_____ Physician	
_____ RN			

_____ Other *(Please specify)* _____

1. I use a computer regularly

    _____ at work

    _____ at home

    _____ at school

    _____ other: _____

    _____ I do not regularly use a computer.

2. The computer I generally use is a

    _____ Mac

    _____ PC (windows operating system)

    _____ I do not regularly use a computer

    .

The following is a list of tasks related to using a computer for searching the Internet. For each task, you are asked to make two responses:

- *Could you perform the task if you wished to? Please indicate with a YES (y) or a NO (N) in the CAN DO column.*
- *How confident do you feel of your ability to perform the task? . Using the scale below as a guide, select the appropriate number and enter it in the CONFIDENCE column.*

Level of Confidence
1   2   3   4   5   6   7   8   9   10
Totally   ←   Reasonably   →   Totally
Unconfident   Confident   Confident

	I CAN:	CAN DO (Y)es or (N)o	Confidence (1-10)
3	Turn on, or boot up, a computer.		
4	Use a computer keyboard		
5	Use a mouse.		
6	Connect to the internet		
7	Send and receive e-mail.		
8	Access Listservs and/or discussion groups		
9	Read and post a response on a Web-based bulletin board		
10	Use a web browser (e.g. Netscape, Internet Explorer)		
11	Find a given address (e.g. www.salon.com) on the web and display it on screen.		
12	Print from a web browser		
13	Use bookmarks		
14	Use a Search Engine to search the web.		
15	Choose the best Search Engine for what I'm looking for.		
16	Narrow results of a web search to find relevant hits.		
17	Determine the authority and reliability of a given web page.		
18	Find Government-sponsored sites on the Web (e.g.. the CDC)		
19	Download and install a web browser plug-in (i.e. Flash, Acrobat Reader, RealPlayer or Quicktime).		
20	View a video file or listen to an audio file using RealPlayer.		

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National Library of Medicine (NLM)Databases Skills Assessment

Note to Participants: *The following information will be used to design instruction in the use of NLM databases. The information provided will be kept strictly confidential, and will not be shared with your employers.*

Clinic

Job Description

_____ Case Manager	_____ LPN
_____ Medical Assistant	_____ Midwife
_____ Nurse Practitioner	_____ Nutritionist
_____ Patient Support Specialist	_____ Physician
_____ RN	

1. Which method do you use to access MEDLINE:

_____PubMed   _____Ovid
_____InternetGratefulMed   _____Other - *Please Specify*:_____
_____MDConsult   _____I have never accessed Medline

2. How familiar are you with the PubMed Database?
_____Very Familiar: *I use it all the time.*
_____Familiar: *I have used it and feel comfortable with it, but I am not a regular user.*
_____Somewhat Familiar: *I have used it, but I would need help to use it again.*
_____Unfamiliar: *I have never used it.*

3. How familiar are you with the MEDLINE*plus* database?
_____Very Familiar: *I use it all the time.*
_____Familiar: *I have used it and feel comfortable with it, but I am not a regular user.*
_____Somewhat Familiar: *I have used it but I would need help to use it again.*
_____Unfamiliar: *I have never used it.*

4. How familiar are you with the ClinicalTrials.gov database?
_____Very Familiar: *I use it all the time.*
_____Familiar: *I have used it and feel comfortable with it, but I am not a regular user.*
_____Somewhat Familiar: *I have used it, but I would need help to use it again.*
_____Unfamiliar: *I have never used it.*

5. How familiar are you with web sites that provide health information?

_____Very Familiar: *I use them all the time.*

_____Familiar: *I have used then and feel comfortable with it, but I am not a regular user.*

_____Somewhat Familiar: *I have used them, but I would need help to use them again.*

_____Unfamiliar: *I have never used them.*

6. How frequently do you use the Internet to find health information for your clients?

_____Often: *I use it several times a week .*

_____Sometimes: *I use it once or twice a month.*

_____Seldom. *I have rarely used the Internet to find health information for my clients. .*

_____Never. *I never use the Internet to find health information for my clients. .*

Below is a list of tasks related to searching the Internet and using the NLM databases. For each task, you are asked to make two responses:

- Could you perform the task if you wished to? Please indicate with a YES (y) or a NO (N) in the CAN DO column.
- How confident do you feel of your ability to perform the task? . Using the scale below as a guide, select the appropriate number and enter it in the CONFIDENCE column.

	Level of Confidence		
	1 2 3 4 5 6 7 8 9 10		
	Totally ← Reasonably → Totally		
	Unconfident Confident Confident		

	I CAN:	CAN DO (Y)es (N)o	Confidence (1-10)
7	Find the NLM Databases (PubMed, MEDLINE*plus*, and ClinicalTrials.gov) on the Web.		
8	Choose the best NLM database for my search needs.		
	In PUBMED I CAN:		
9	Construct and execute a focused search.		
10	Use the MeSH Browser to find the proper Subject Heading.		
11	Use the Clinical Queries function to limit my citations to clinical evidence.		
12	Use the Limits page to narrow my search results.		
13	Use the History page to review and combine previous searches.		
14	Manage, print and/or download a list of abstracts using the Clipboard.		
	In MEDLINE*plus* I CAN:		
15	Find information on a given drug.		
16	Find consumer health information on a specific disease or condition.		
17	Find a medical dictionary.		
18	Use a directory to find a doctor or hospital.		
	In ClinicalTrials.gov I CAN:		
19	Find a clinical trial that is currently recruiting patients.		
20	Find a clinical trial that is currently underway.		
21	Find all the clinical trials related to a given condition.		
22	Find all the clinical trials sponsored by a particular organization		
	On the Internet I CAN		
23	Select the best search engine for the particular query.		
24	Determine the authorship and source of a given web page		
25	Evaluate the quality and reliability of a given web page.		

Attachment B

Chicago Urban Health Outreach Project

The Library of the Health Sciences (LHS) at the University of Illinois at Chicago has recently received a grant from the National Library of Medicine (NLM) for a new initiative: the Chicago Urban Health Outreach Project. The aim of this project is to provide health care professionals at community health clinics with equipment and skills to enable them to access, retrieve, and evaluate online health information so that they can integrate information-seeking activity into their daily clinical work.

As part of this project, Circle Family Care will receive a new computer and printer at each of the clinic sites. The Library of the Health Sciences staff will then present classes on how to search NLM databases, focusing on PubMED (MEDLINE) MEDLINEplus, and ClinicalTrials.gov. LHS will also train health care providers at each clinic on how to search for, retrieve and evaluate health care information on the Web. During the project, participants will also be able to request journal articles from LHS, at no charge.

As a first step in the project, the investigators will provide introductory training in basic computer skills, such as how to read email, and use a web browser. Following this, there will be classes on searching NLM databases and evaluating Internet resources. Some of the instruction will be provided via streaming video, which will enable participants to view these sessions at computers in the clinics at their convenience, rather than as scheduled classes. The investigators will distribute assessment questionnaires at the start of the project to determine the level of participants' computer skills as well as their knowledge of NLM databases and other health care resources on the Internet. We ask everyone's cooperation in completing these questionnaires, as it will help us gauge participants' skill levels and design training sessions appropriately. Another questionnaire at the end of the project will help us assess the effectiveness of the project. Information collected on these forms will be strictly confidential; only the investigators on the project will see this data, not clinic supervisors.

We are looking forward to working with the nurses, physicians' assistants, physicians, and other health care providers at Circle Family Care. We hope that the training we provide during this project will improve the quality of service that you give to the clients who use Circle Family Care services.

Susan Jacobson

Martin Brennan

Wendall Sullivan

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As part of this project, Erie Family Health Center will receive a new computer and printer at each of the clinic sites. The Library of the Health Sciences staff will then present classes on how to search NLM databases, focusing on PubMED (MEDLINE) MEDLINEplus, and ClinicalTrials.gov. LHS will also train health care providers at each clinic on how to search for, retrieve and evaluate health care information on the Web. During the project, participants will also be able to request journal articles from LHS, at no charge.

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We are looking forward to working with the nurses, physicians' assistants, physicians, and other health care providers at Erie Family Health Center. We hope that the training we provide during this project will improve the quality of service that you give to the clients who use Erie Family Health Center services.

Susan Jacobson

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